

GRAYCARY. TECHNOLOGY'S LEGAL EDGESM

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June 8, 2000

VIA HAND DELIVERY

Mr. Barry Price
QUINTUS CORPORATION
11100 Metric Blvd., Bldg. 7
Austin, Texas 78758

Re: Transfer of Acuity/Quintus Files
103739.991101 (ACUI-1100-1)

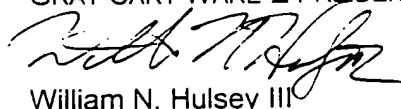
Dear Mr. Price:

Enclosed is the complete file for the above identified matter. As you will note, a response to the December 29, 1999 Official Action was mailed to the U.S. Patent and Trademark Office on April 28, 2000. We also enclose the related information disclosure statement file and supplemental information disclosure statement file.

As you will recall, the above-identified file was to be transferred to you for handling once the December 29, 1999 Official Action was responded to. Accordingly, Gray Cary Ware & Freidenrich LLP has no further responsibility for this file, including prosecution of the application, payment of maintenance or renewal fees or any other fees relating to the application listed above. We have not retained a copy of any documents relating to this file.

Very truly yours,

GRAY CARY WARE ▲ FREIDENRICH LLP



William N. Hulsey III

WNH:jp
Enclosures

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